
BRIDGE MEDIATION & LEADERSHIP SOLUTIONS LLC

PROVIDING SERVICES NATIONWIDE

OFFICE ADDRESS

200 S. Main Street
Naperville, Illinois 60540
(630) 234-3905 – office

LAURA M. GRISOLANO, ESQ.

President

(626) 487-3052 – direct

lgrisola@mac.com



LAURA M. GRISOLANO

Laura Grisolano founded **BRIDGE MEDIATION & LEADERSHIP SOLUTIONS** to help clients solve problems, resolve conflict, and move forward. A lifelong student of leadership development, communications, and neuroscience, Grisolano individually tailors every service to protect ongoing relationships and maximize outcomes.

Grisolano earned her law degree from the University of Chicago, serves as a trustee for her *alma mater* Claremont McKenna College, and teaches Conflict Resolution at North Central College. She brings her unique professional experiences in business, law, higher education, government, and the non-profit sector to inform every new challenge, whether it is a workplace conflict, a community meeting, a leadership development program, or a legal dispute.

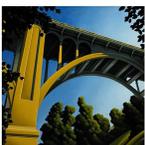
✓ **TEAM-BUILDING WORKSHOPS** are customized to address an organization's unique challenges. Best-in-class analytical tools (including Hogan Personality Assessments, the Thomas-Kilmann Conflict Mode instrument, and baseline employee engagement surveys) are used to assess team readiness for collaborative work. Training sessions can then focus on the missing links, such as trust, group accountability, respectful behaviors, conflict resolution skills, effective communication, or strategies to improve negotiated outcomes.

✓ **EXECUTIVE DEVELOPMENT** and **CONFLICT COACHING** services are available to help individuals enhance their professional skills, address derailing behaviors, prepare for difficult conversations, strengthen confidence, or deal with an ongoing source of conflict. Grisolano uses Hogan Assessments to help clients Select, Develop, and Coach their employees and professional leaders.

✓ In **CONFIDENTIAL MEDIATION SESSIONS**, Grisolano uses interest-based facilitative and evaluative techniques to help parties in conflict negotiate a mutually beneficial agreement. A former litigator, Grisolano is passionate about resolving disputes out of court whenever possible to protect parties from the costs, delay, adverse publicity, and polarization associated with protracted litigation.

✓ For complex multi-party, workplace, non-profit, or community conflicts, Grisolano offers **MEETING FACILITATION, STRATEGIC PLANNING SERVICES, STAKEHOLDER ENGAGEMENT PROGRAMS, SUCCESSION PLANNING, and GROUP MEDIATIONS.**

Call today for a FREE consultation. Discounted rates are available for small businesses and non-profits.



Mediation * Conflict Analysis * ADR Program Design * Meeting Facilitation
* Family Councils * Stakeholder Engagement * Strategic Planning *
Conflict Coaching * Negotiation Training * Leadership Development

MEDIATION AND TEAM-BUILDING WORKSHOPS

MEDIATION

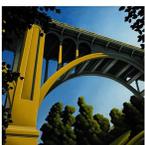
Mediation is a structured, confidential process in which a trained, neutral mediator helps parties in conflict negotiate a mutually agreeable settlement of their dispute. The parties in a mediation retain full control over their participation, the process, and the outcome. The mediator functions not as a decision-maker, but rather as a neutral facilitator, guiding the parties in effective communication, negotiation, and collaborative problem solving in order to explore opportunities for resolution. Because mediated agreements are achieved by the parties voluntarily working together, compliance rates for mediated agreements are very high.

Mediation is especially effective for conflicts involving individuals who will have an ongoing relationship, such as members of a family business, employees and managers, non-profit boards, neighbors and community members, landlords and tenants, or faculty and administrators in higher education. Care is taken to preserve and strengthen relationships and to develop communication guidelines for future interactions.

TEAM BUILDING AND LEADERSHIP DEVELOPMENT

Customized workshops are available to address an organization's specific challenges and goals. Bridge training programs include

- Effective Team Leadership: Understanding Your Strengths and Blind Spots
 - *Uses Hogan Management Focus Report to guide individual development of team leaders.*
- Conflict Resolution Training
 - *Uses the Thomas-Kilmann Conflict Mode survey to identify team members' individual approaches to conflict and builds skills to prevent and resolve disputes.*
- Building (or Rebuilding) Trust
- Leadership Development for Women
- Understanding Your Team – A Prerequisite for Collaborative Work
 - *Uses the Hogan Team Report to map team members' leadership strengths, derailing behaviors, and motivational drivers.*
- Negotiation Strategies for Improved Outcomes
- Using Email Wisely and Effectively
- Active Listening Skills
- Mastering Difficult Conversations
- Motivating Your Team
 - *Uses Hogan personality inventories to understand team members' motives, values, and behavioral drivers.*
- Confident Behaviors and Persuasive Communications
- Exploring Group Accountability: We Sink or Swim Together
- Mining Conflict for Enhanced Team Performance
- Creating a Respectful Workplace
- Working with Challenging or High Conflict Personalities
- Leveraging the Power of Inter-Generational Teams
- What Neuroscience is Teaching Us about Conflict, Alliance-Building, and Dispute Resolution
- Managing Stress in the Workplace
- Quieting Your Inner Critic
- Getting to Know Your Wisest Mentor



Mediation * Conflict Analysis * ADR Program Design * Meeting Facilitation
* Family Councils * Stakeholder Engagement * Strategic Planning *
Conflict Coaching * Negotiation Training * Leadership Development